

Our Voice

Volume 3, Issue 3
March 2015

Capital Health Addictions and Mental Health Program

Quality Matters

SUBMITTED BY the CHAMHP Quality Council

Acute Care Quality Team in Action!

The Acute Care Quality Team includes representation from the following inpatient units: 6 Lane, 7 Lane, and Mayflower.

The Quality Team Chair and Program Leader, **Mary Pyche**, shared some of the team's work at the February 26th meeting of the CHAMHP Quality Council.

The projects highlighted were as follows:

- This team has developed a set of two welcome packages for all new admissions. There is one tailored to the needs of patients and another for family and friends. These packages meet and exceed Accreditation Requirements, as they include everything from information on rights and responsibilities, safety and contact information to general information on what to expect during a typical inpatient stay.
- To help increase response numbers for the experience surveys, the team has included a sticker on the cover of the welcome packages indicating that the survey is included. They have also begun to include the patient survey in the family and friends welcome package.
- Acute Care has partnered with Recovery & Integration Services along with Community Mental Health to improve transitions of care. They are working to enhance their ability to identify early on what type of outpatient service a patient may require after discharge, and also improving the transition of patients who will be continuing their inpatient care at Simpson Landing.
- The Acute Care Units have benefitted from several changes in technology including the implementation of the electronic discharge system (e-discharge), the Pyxis® medication management system, and the Utilization Management System (formerly known as BUMP). The units have installed carts with laptops to facilitate clinicians' access the web-based applications.

Thank you for the great work of this quality team and for sharing it with the Quality Council.

We will continue to learn and share our successes and challenges as we move forward in our collective efforts to improve quality of care across the Addictions and Mental Health Program.

For more information, please contact **Laura Ankcorn** at laura.ankcorn@cdha.nshealth.ca.

*The Acute Care Quality Team members are: **Mary Pyche** (Chair), **Dr. Curt Peters**, **Robert Baird**, **Rhonda Boyle**, **Jacqueline Connors**, **Dr. Donna Davis**, **Julie Delnegro**, **Donna Methot**, **Donalda Edgar**, **Christie Ezurike**, **Dr. Aaron Keshen**, **Donna MacIntyre**, **Dr. Joseph Sadek**, **Patsy Trahan**, and **Wendy Rogers**.*

Inside this issue:

Families Matter in Mental Health	2
New Staff	3
Happy Retirement, Gail Kelly!	3
Collaborative Care Initiative	4
Mental Health Minute	4
Upcoming Events and Education Sessions	5
Interesting Tidbits	5

Families Matter in Mental Health

SUBMITTED BY Dani Himmelman, family member, facilitator and trainer (Families Matter)

An 11-week family education and support program

Many family members and friends who support a loved one living with a mental illness struggle to provide care and support and to be included as partners in their loved one's care. They express a need for information and support to handle situations they face and help in ways that are effective. They also need support for their own needs due to the long-term challenges and stresses they face in supporting their loved ones. Families play an extremely valuable role in the day-to-day care and support that is critical to recovery. It is beneficial to everyone involved when their involvement is valued and they have access to the information and support they need.

Families Matter in Mental Health is an 11-week family education and support program that responds to these needs. Studies also indicate that this type of family program contributes to improved outcomes by providing useful information, reducing isolation and stress, and offering hope. The program is offered at a variety of times and locations during the year across Capital District and is spreading across the province. Feedback from families indicates that the program is of great value to them. In their own words they have said:

"This course has been the most helpful experience I have had for a very long time and has been so timely for me."

"It has helped immensely in knowing that we are not alone in this, and that others care to listen and offer whatever they can to lighten the load."

"Thank you so much for making this program available. It meant a lot to me and was very helpful."

Key benefits for families:

- An opportunity to connect and share experiences in an open and supportive environment
- Reducing feelings of isolation
- Providing access to much needed information and coping skills
- Helping families support loved ones more effectively, and maintain those supportive relationships
- Helping to build resiliency and hope

Information offered covers:

- Mental illnesses/addictions
- Treatments
- Confidentiality and information sharing
- Communication and problem solving skills
- Crisis and relapse management

- Recovery and hope
- Formal and community services and supports
- Self care

These programs are facilitated by teams of trained providers and family members. Training for facilitation has been supported by the Nova Scotia Mental Health Foundation and the Department of Health and Wellness. Supporting Families is an initiative of the "Together We Can", Nova Scotia Mental Health Strategy.

Since September 2012 there have been 11 programs offered in Capital District and 11 programs in other areas of the province.

This program has reached well over 150 family members and friends. The Schizophrenia Society of Nova Scotia and Healthy Minds Cooperative are key community partners in helping us reach families and friends in need. Please pass along the word.

"It has helped immensely in knowing that we are not alone in this, and that others care to listen and offer whatever they can to lighten the load."

For more information on future sessions and how to register contact:

The Navigator at Healthy Minds Cooperative:
hmnavigator@eastlink.ca, P: 902-404-3504

The Schizophrenia Society of Nova Scotia:
ssns@ns.sympatico.ca, P: 902-465-2601



Our People

New Staff

Lauren Anthony, occupational therapist, Connections Halifax

Aubrey Bergen, registered nurse, Mayflower Unit

Paula Berringer, registered nurse, Short Stay Unit

Leila Bertin-Turner, registered nurse, ECFH

Rajeane Bourdreau, social worker, Addictions

Scott Boutilier, registered nurse, ECFH

Erin DeCoste, occupational therapist, Bayers CMH Services

Genevieve DeYoung, social worker, Bed/Sack CMH Services

Lara Giles, occupational therapist, Bed/Sack CMH Services

Patience Gumpo, registered nurse, 7 Lane

Jeanne Ju, occupational therapist, Community Treatment Pgm

Laura Lyttle, licensed practical nurse, Transition Hall

Elena MacDonald, registered nurse, Willow Hall

Michelle MacRae, social worker, ECFH

Carol Miller, social worker, Addictions

Jennifer Mollica, registered nurse, Addictions Inpatient

Pamela Naugle, CTA, Transition Hall

Jennifer Paquet, clinical therapist, Addictions

Marilyn Penney, licensed practical nurse, Mayflower Unit

Deann Prudhomme, CTA, Transition Hall

Sean Rogers, registered nurse, Willow Hall

Michele Sabean, registered nurse, Community Treatment Pgm

Tessa Saunders, social worker, ECFH

Karina Scoggins, registered nurse, Addictions Inpatients

Catherine Shanks, registered nurse, Short Stay Unit

Tara Theriault-MacLeod, clinical outreach worker, Addictions

Margreth Wall, registered nurse, 7 Lane



Happy Retirement, Gail Kelly!

SUBMITTED BY Alana Emin, occupational therapist, Connections Halifax



After more than 25 years, **Gail Kelly** is ready to move on to another chapter in her life as she retires from her busy career at Connections Halifax.

Gail is known as the creative energy that sparked a social enterprise development employing mental health consumers, The Mindful Mango. The Mango recently celebrated their 5th anniversary of serving delicious and healthy food to our community.

This was just the icing on the cake for Gail—she has worked diligently over all these years with community employers to develop hundreds of jobs within our Halifax community, breaking down mental health stigma and supporting people to find their way into competitive employment opportunities. Gail consistently went above and beyond to advocate strongly for everyone supported through Connections Halifax.

A full day of retirement celebrations took place at Connections Halifax in February, with staff and members working side-by-side to share time for joyful music, food and memories. People from over the years came together to speak fondly of the impact Gail had on their lives. One highlight was an original song written and performed in Gail's honor by staff and members, entitled "Gail".

We dearly wish Gail all the best in her retirement. It is the beginning of a wonderful transition for her and, as much as she will be missed, she deserves this!

We love to celebrate our staff!

If you have any staff news that you would like to share, please send an email to patricia.dauphinee@cdha.nshealth.ca. We would be happy to include it in the newsletter.

Collaborative Care Initiative

SUBMITTED BY Paola Booker



CCI Design Team members pictured here (back left): Jennifer Barnes, Jill Flynn, Paola Booker, (front left): Dr. Curt Peters, Donalda Edgar, and Kathleen Thompson.

The Collaborative Care Initiative (CCI) was introduced in Acute Inpatient Mental Health Services in the Spring of 2013.

The CCI Design Team members were nominated by peers and leaders and included different disciplines as well as an individual with lived experience and a family member. The purpose of the initiative was, and still is, to better understand patient and family needs and how care providers can work together to meet systematic collection of information from multiple perspectives, organized and displayed so that the collective wisdom was accessible to everyone.

Working with the CCI provided the structure to obtain rich information from those who understand patient care best: those that provide it, the people who receive it and their loved ones!

In January 2015, the Design Team presented recommendations to leadership with an immediate short-term goal in four focus areas: relationships with patients and family, initial nursing assessment, team role and collaboration, and unit communications.

On March 9, 2015, the Design Team was acknowledged for their commitment.

CCI Design Team members are: **Jennifer Barnes, Jill Flynn, Paola Booker, Dr. Curt Peters, Brad Wilcox, Donalda Edgar, Kathleen Thompson, Robert Baird and Brittany Chisholm.**

Mental Health Minute

The following segments of the Mental Health Minute aired on CTV News at 5:

- March 3: **Aaron Goodwin**, program coordinator, Youth Speak, talks about the program that helps young people dealing with mental illness.
- March 10: **Dr. David Pilon**, program leader, Specialty Services, explains the Specialty Mental Health Services and how to access them.
- March 17: Learn how emergency services can help Maritimers living with eating disorders from **Shaleen Jones**, coordinator, Eating Disorders NS.

To view all Mental Health Minute videos, click on the link below and go to the CTV News :

<http://www.cdha.nshealth.ca/addictions-mental-health-program-chamhp/videos-mental-health-minute>.

Mental Health Minute is produced in partnership with the Mental Health Foundation of Nova Scotia and CTV News at 5 to provide information and tips for mental health and wellness. The segments air each Tuesday evening during CTV News at 5.

Upcoming Events and Education Sessions

Wednesdays, 8:30—9:30 am

**QEII Academic Rounds/Dalhousie University Rounds
Room 4074, AJL (available via Telehealth)**

- April 1: **Dr. Ferid Fathalli** (Child and Adolescent Psychiatry), Topic TBA
- April 8: **Drs. Cynthia Calkin and Tomas Hajek** (Clinical Academic Rounds), Topic TBA
- April 15: **Dr. Judith Davidson** (University Rounds), "Taming the Restless Pillow with Cognitive Behavioural Therapy for Insomnia (CBT-I)"
- April 22: **Dr. Malgorzata Rajda** (Clinical Academic Rounds), Topic TBA
- April 24: No rounds
- April 29: Mental Health Day Treatment Program (Clinical Academic Rounds), Topic TBA

Friday, April 24, 2015, 8:00 am—4:30 pm

XXVI W.O. McCormick Academic Day
The Lord Nelson Hotel
1515 South Park Street, Halifax
"EMERGENCY PSYCHIATRY"



Participation is available for 215 participants. Registration is in advance ONLY—at the door registration is not available. With the speaker's permission, the presentations will be recorded and available soon after the event. Webcasting is not available. Speakers include **Drs. Peter Zed, Sophie Gosselin, Aileen Brunet, Andrew Harris, Tom MacKay, and Suzanne Zinck.** **Ms. Patricia Cosgrove**, MSW, RSW will interview a person with lived experience.

Online registration is available at:
www.eSourceEvent.com/AcademicDay15

Wednesday, May 20—Thursday, May 21, 2015

**Psychosocial Rehabilitation Nova Scotia Chapter
2015 Biennial Conference**

Branching Out for Recovery: Reaching New Shores

The Pictou Lodge Beach Resort, Braeshore
Pictou, Nova Scotia

For more information, contact Kelly Murphy at 902-464-3133 or kelly.murphy@cdha.nshealth.ca.

Interesting Tidbits

News from the New Nova Scotia Health Authority

Dr. Linda Courey has been named Senior Director for Mental Health and Addictions for the new Nova Scotia Health Authority beginning April 1.

Email Changes

As a result of the transition of the nine District Health Authorities to the Nova Scotia Health Authority (NSHA), a project is now underway to transition emails for those working in the existing health authorities to the format firstname.lastname@nshealth.ca. When this change occurs it will be seamless with no changes to what staff currently have set up in their Outlook accounts.

Stay tuned for more information in upcoming issues!



Newsletter Submissions

Our Voice provides a forum for the exchange of information, ideas and items of general interest to the staff of the Capital Health Addictions and Mental Health Program and our community partners. The next issue of Our Voice will be distributed on April 30, 2015 with the deadline for submissions to be April 20, 2015. Please send all submissions to patricia.dauphinee@cdha.nshealth.ca.